

The Federal Interagency Sharing Neutrals Program
Brown Bag Series
Wednesday, May 7, 2008

12:00pm-1:30pm
Securities and Exchange Commission, Room 4000

"Crucial Conversations" -
Tools for Talking When the Stakes Are High

If you feel stuck—in a relationship, in your career, at home, wherever—chances are a crucial conversation is keeping you there. Whether it's a problem with poor quality, declining customer satisfaction, or a strained relationship, being able to talk honestly and effectively while inspiring trust and confidence in others is key to your success. This *New York Times* bestseller introduces you to the skills you need to handle crucial conversations - conversations that occur when the stakes are high, emotions run strong, and opinions vary.

Presenters: Paul McMurray, Professional Trainer, Consultant, and Executive Coach, and Chad Wysong, Deputy Executive Officer at the National Institutes of Health and Federal Interagency Sharing Neutrals Mediator.

Please RSVP by May 5th, 2008 to: snbrownbag@sec.gov

Videoconference: If you would like to participate by video and have ISDN VTC capability, please have your IT person contact SEC AV staff at 202 572-0218, on April 30, between 10:00-11:00 am (ET), to participate in a mandatory test session to ensure system compatibility.

Teleconference: If you would like to participate by phone, please RSVP and we will send you the call-in number.

Disability Accommodations: If you need disability accommodations contact Leah at meltzerd@sec.gov. Please allow sufficient time for us to make arrangements.

Directions to the SEC: 100 F Street, NE.

From the Union Station metro stop (red line), take the escalator at either exit to the main (ground) floor of Union Station. Walk past the train gates to McDonalds. Just before entering McDonalds, turn left and go through the glass doors. Walk down the ramp, down the escalator and then walk straight ahead to the SEC lobby and security. Please bring a photo ID and allow extra time for security processes.

Notices are posted at www.hhs.gov/dab/sn and <http://www.adr.gov/a.htm>

Speakers

Paul McMurray has an extensive background in presenting seminars on Crucial Conversations and Crucial Confrontations. He is one of 21 Master Certified Trainers in Crucial Conversations. He has consulted and trained in organizations in the following industries: Telecommunications, Agriculture, Automobile, Healthcare, State & Federal Governments and Non-profit Associations, Military, Mining, Natural Gas, and Financial Services. He has also trained and consulted with employees from the senior executives to the front line staff. In addition to communications, Paul has also presented seminars on Customer Service, Team Building, Leadership & Development and, Personal Development.

Paul is the founding partner of Insight Management Consulting and has been a management consultant for over 15 years working with organizations on strategic planning and change initiatives. He is an executive coach that focuses on using communications to be a more effective leader.

Paul studied and taught economics while in a Ph.D. program at Penn State University and also taught at Monroe Community College in Rochester, NY. He holds two undergraduate degrees in English and Economics and a graduate degree in Economics all from the University of Utah. He also has a Certificate in Executive Coaching from Georgetown's Center of Professional Development.

Chad Wyson is the Deputy Executive Officer for the National Institute on Deafness and Other Communications Disorders (NIDCD).

Chad came to NIH in 2001 through the Presidential Management Intern Program from the University of Texas at Austin with a Masters Degree in Social Work. Chad trained and worked in budget for the first 5 years at NIH, and became the Deputy Budget Officer for the National Institute on Diabetes and Digestive and Kidney Diseases in 2006. In 2007 he became NIDCD's Management Analysis Officer and in 2008 its Deputy Executive Officer.

Prior to joining NIH Chad was an entrepreneur, he worked in sales for Time Warner Cable, and as a sales consultant for United Van Lines.

Chad learned of Crucial Conversations in 2006 through a friend that participated in the in-house training at the UT School of Nursing in Galveston, Texas. He became a certified Crucial Conversations in-house trainer in February 2007 and has taught 8 classes at NIH since then.